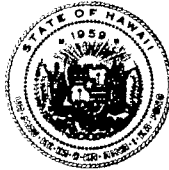


LINDA LINGLE
GOVERNOR



STATE OF HAWAII
HAWAII EMPLOYER-UNION HEALTH BENEFITS TRUST FUND
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November 20, 2009

VIA E-MAIL AND REGULAR MAIL

Mr. Robert Hiam
President
Hawaii Medical Service Association
818 Keeaumoku Street
Honolulu, Hawaii 96814

Dear Mr. Hiam:

Yesterday I received a letter from Ms. Francie Boland "Re: Yesterday's Telecon."
Ms. Boland's letter states that HMSA has "asked Dr. Sayama to send an e-mail to those
same family and friends to inform them that the e-mail was not authorized by you."

This response does not adequately address my letters of November 4, 2009 (Rod Tam,
copy to you) and November 18, 2009 (to you). I look forward to your timely response to
my most recent letter.

Sincerely, _____

A handwritten signature in black ink, appearing to read "Jim Williams", written over a horizontal line.

Jim Williams
Administrator

c: Board of Trustees
Russell Suzuki, Deputy Attorney General

